

The background of the slide is a light gray gradient. It is decorated with numerous realistic water droplets of various sizes. Some droplets are large and prominent, while others are small and subtle. They are scattered across the slide, with a higher concentration in the top-left and bottom-right corners. The droplets have highlights and shadows, giving them a three-dimensional appearance.

TRAINING FOR A SUCCESSFUL RIM PROGRAM

THE FUN SIDE OF RECORDS MANAGEMENT

- 8 major dams/reservoirs
- Over 100 miles of pipelines and tunnels
- Many diversion dams, turnouts and pump stations
- Power plant
- 3 water treatment plants
- 3 off-site offices for O&M
- Education/conservation garden
- Our boundaries cover 8 counties



117 Employees



TRAINING TORTURE

- 42 SLIDES OF TEXT
- NOT AN IMAGE OR PHOTO TO BE FOUND!
- UNNECESSARY INFORMATION FOR THE AVERAGE
- REQUIRED ALL EMPLOYEES TO GO

Would you want to sit through this training?

BASICS

- Why do we need records management?
 - To preserve and protect records
 - To standardize the system
 - For retrieval and tracking of records
 - For legal compliance
 - We are governed by The Government Records Access and Management Act (GRAMA). GRAMA is a comprehensive records law dealing with the management of records. GRAMA states that it is the responsibility of Utah's governmental entities and political subdivisions to "establish and maintain an active, continuing program for the economical and efficient management of the governmental entity's records".

BASICS

- What is the Records Department?
 - It is the place where important legal records are stored. Records may, at some point in time, be needed by management to support an action or decision in a court of law. The Records Department is the logical location for all important records.
 - It is the location of the majority of District created and received records, making the process of producing records for a records request streamlined.
 - It is the place where Vital records are identified and protected.



RESULTS OF TORTURE TRAINING

50% ATTENDANCE



EARLY VIEW OF RIM PROGRAM

- PERCEIVED AS UNFRIENDLY & UNWILLING TO WORK WITH OTHERS
 - UNNECESSARY FORMS
 - POLICY & PROCEDURES HANDBOOK TOO LENGTHY
 - ATTITUDE OF “YOU MUST COMPLY”
 - BORING TRAINING
 - FEELING OF RECORDS ENTERING A “BLACK HOLE”



RESULT WAS THAT EMPLOYEES DIDN'T TRUST THE RIM PROGRAM OR PROCESSES.

RECORDS TRAINING

- ALL EMPLOYEES NEED RECORDS TRAINING
- TRAINING IS MANDATORY
- PROVIDED YEARLY
- PERCEPTION COULD BE CHANGED HERE

SPOKESPERSON

- USE A SPOKESPERSON SO YOU ARE NOT DOING ALL THE TALKING
- USED PHOTOS AND CORRESPONDING AUDIO CLIPS TO GET POINT ACROSS
- MAKE SURE IT'S SOMEONE PEOPLE KNOW

Litigation Holds / Lawsuits



- Inform the Records Manager of lawsuits or potential lawsuits.
- Litigation Holds
 - A Litigation Hold requires that employees preserve records that may pertain to a specific lawsuit until the lawsuit has ended.
 - Notification of a Litigation Hold is done through email.
 - Employees must not destroy any records no matter their format when a Litigation Hold has been announced.

93% Attendance



HOW TO VIDEO



- HOW TO VIDEOS
 - USE EMPLOYEES
 - KEEP THE CLIP SHORT
 - REINFORCE WITH SLIDE


81% Attendance


RECORDS IN 60 SECONDS

- NO POWERPOINT
- WAS LONGER THAN 60 BUT KEPT IT VERY SHORT
- PROVIDED THIS HANDOUT AND A POLICY STATEMENT REMINDER


80% Attendance

Records in 60 Seconds
Policy / Procedures







Your Records: Your work-related records are “owned” by the District. They can be any format (i.e., emails, videos, photos, electronic files, paper documents, etc.). They must be filed with the District’s Records Department.




Coding: You must code (write the code on the lower, right corner) and send all records that have District value to the Records Department. Codes can be found at portal.cuwcd.com.




Duplicate Documents: You should use the Duplicate Stamp when distributing copies of records you have personally filed with the Records Department.




Email and Electronic Records: Submit these records by emailing them to the Records Department at recordsdepartment@cuwcd.com.




Requests for Records: All public requests for records must be coordinated with the Records Manager so appropriate District policy and State laws can be followed – Do not provide records to the public on your own.



Destroying Records: You are notified via email when records are destroyed and you must comply with the destruction. You may destroy non-records (duplicates, drafts, working copies, transitory info., etc.) at any time, as long as a Litigation Hold does not apply.



Retaining Records: District records are retained by the Records Department for the time period allowed by law. The District’s Retention Schedule shows the appropriate retention of all of our records. You must abide by the Retention Schedule.



Litigation: You are notified of Litigation Holds via email. Litigation Holds require you to preserve any records (and non-records) you have that may relate to the litigation – preservation should be coordinated with the Records Department.

See a complete copy of the Records Handbook located on the District’s portal

Questions can be directed to:
Chris Calton, Records Manager: 226-7146 / chris@cuwcd.com
Mandy McClellan, Records Assistant: 226-7129 / mandy@cuwcd.com

QUIZ HEAVY/PRIZES

- ASKED A QUESTION
- GAVE A PRIZE (I.E. UNIQUE OFFICE SUPPLIES)
- THEN DISCUSSED THE ANSWER TO THE QUESTION



- ✓ What is the District's records policy?
- ✓ What documents do you have that are not considered a record?
- ✓ What elements make up a code number?
- ✓ What is the Duplicate Stamp?
- ✓ Name 3 different types of document formats that can be submitted to Records.
- What is the best, most efficient, way to retrieve a document from Records?



100% Attendance



INFORMATION DRIVES BUSINESS

- CREATED A RECORDS DEPARTMENT LOGO
- PURCHASED MUGS WITH THE LOGO TO HAND OUT AT TRAINING
- PROVIDED A REAL WORLD EXAMPLE SIMILAR TO OUR WORK
- ADDED AUDIO FOR ONLINE TRAINING FOR THOSE THAT COULD NOT ATTEND



San Bruno Gas Explosion



Pacific Gas & Electric (PG&E) Company gas line exploded at 6:11 pm on September 9, 2010 killing 8 people, destroying 53 homes and damaging 120 more.

If the explosion wasn't bad enough, here is what was discovered in the subsequent investigation:

100% Attendance



INFORMATION DRIVES BUSINESS

- OFFERED TRAINING STRICTLY ONLINE
- CONTINUED WITH THE THEME FROM THE PREVIOUS YEAR
- SENT OUT “SPILL” COASTERS BEFORE TRAINING
- USED HOW TO VIDEOS WITH EMPLOYEES
- TURNED A POWER POINT WITH VIDEO CLIPS INTO AN MP4 VIDEO
- KEPT THE VIDEO TO 10 MINUTES




87% Attendance

EXAMPLE OF VIDEO USING EMPLOYEES





TRAINING FOR RESULTS

- TAKE TRAINING TO THE EMPLOYEES
 - ASSESS NECESSARY VS UNNECESSARY INFORMATION
 - KEEP SLIDES CLEAN AND CONCISE
 - CHANGE TRAINING EVERY YEAR (IMPLEMENT THEMES)
 - USE EMPLOYEES
 - PROVIDE INCENTIVES FOR ATTENDING
 - ACCOMMODATE
 - MAKE IT FUN!!!
- 

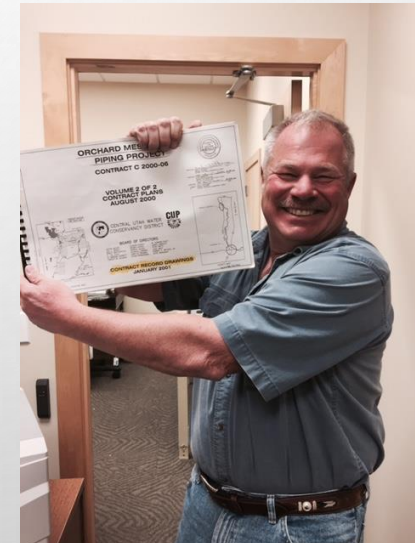
THE FUN THEORY



[HTTP://WWW.YOUTUBE.COM/WATCH?FEATURE=PLAYER EMBEDDED&V=2LXH2N0APYW](http://www.youtube.com/watch?feature=player_embedded&v=2LXH2N0APYW)

SOME OTHER FUN THINGS TO CONSIDER

- CREATE FLASH CARDS
- MONTHLY EMAIL TIPS
- PUBLIC SERVICE ANNOUNCEMENTS VIA FLYERS
- USE TECHNOLOGY – PHOTO CHECK OUT “CARDS”
- HOW CAN YOU USE OTHER DEPARTMENTS’ TALENTS





QUESTIONS?

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